

NOTE: Only the Boldface items relate to Cramming.

Racketeering charges– Racketeer Influenced and Corrupt Organizations Act and a conspiracy to violate the RICO Act – Verizon, DirecTV, HBS Billing Service and The (as yet unidentified) independent sales service comprised criminal enterprises, the goal of which was to profit from illegally obtaining and/or furnishing confidential and proprietary information to unauthorized persons to benefit Verizon and DirecTV's business and for Verizon to collect illegal charges from their customers for the profit and benefit of HBS Billing Service (Streaming Flix) business.

Over a period of time we have lost phone service due to unmaintained Verizon equipment on three occasions. In each case we were without service for 5 days and received no credit on our bill. The problems were in the Junction Boxes located every 50 to 100 yards along the street. They were bent, had their covers missing and wires hanging down on the ground. When the service tech was asked why he did not repair the boxes, he stated that company policy was to do no more than required to get me back in service as they wanted everybody to switch to FIOS which was not yet available. (It's now available but at a higher cost) On another occasion an underground transformer/junction exploded causing an estimated 2 to 3 square mile area to lose phone service for from 4 to 14 days. We were without service for 11 days and they gave us \$2.00 credit on a \$30.00+ bill.

Then a little over a year ago I called Verizon at the number that appears on their bills to see what I could do about long distance service. (My 91 year old mother had made a long distance call which ATT charged us \$25.00 for.) After a number of "if this punch this number" type transfers, I found myself talking to a sales rep. I explained the problem and mentioned that I would be needing cable service shortly as Our residence will only be able to receive 2 TV channels (at most) by antenna from the new HD transmissions. He suggested a combined package that would include TV, Phone & Internet for \$69.95 plus \$5.00 for a second converter box plus Taxes and government fees. He stated that there would be a \$200.00 equipment deposit that would be returned via a \$5.00 per month credit on my bill. I agreed to this.

My first bill was over \$130.00. I tried complaining and was given the runaround. I filed a complaint with the FCC and received a letter from them stating that Verizon would be correcting the problem and the FCC was closing the case. Also, when I received my next bank statement, the equipment deposit had been removed from my bank account by DirecTV though I have never authorized Verizon to give my personal bank information to DirecTV.

Shortly thereafter, I received a call from a Verizon rep that said the person who sold me the service was not a Verizon employee but an outside source Verizon uses to sell services. The rep agreed to correct the problem. The next bill was lower but still not correct. Over a period of months and several phone calls and e-mails, the bill finally came close to the agreed amount but was still higher than it should have been by a few dollars. **Nine or Ten months ago my bill went up \$15.00. I assumed it was the DirecTV fee increase, and though it was starting earlier than I expected the increase to occur, I paid it. When I examined my bill more closely a couple months ago, I found 14.95 charges for something called**

Streaming Flix on my last 2 bills (A service that no one in our household would be interested in). I contacted a Verizon supervisor who, when I offered to sue Holly Hess, **Ivan Seidenberg CEO/Chairman of the Board (who resides at 3817 Quail Hollow Lane, West Nyack NY 10065** with his wife Phyllis "a large contributor to George Bush's Presidential Campaigns"), Tom Tauke, Suleirman Hessami & **Verizon's President Virginia Rueterholz (who resides at 44 Van Cortland Way, Basking Ridge NJ 07920)**, agreed to remove those charges and prevent it from occurring again.

Afterwards, I examined all my bills for the last 10 months, I found 6 more months that I had been charged for that service. I have been unable to get anyone at Verizon to discuss the problem nor do they respond to faxes or e-mails. In searching 'Streaming Flix' on the internet, I find there are hundreds if not thousands with this complaint.

They also have billed me \$2.50 per month for late fees, the last two months. even though I mail the payment within 5 days of receiving it. Their bills are dated about the 19th of the month but I don't receive them till the first week of the following month. Therefore, I do not know if the fees are because I have deducted the illegal charges from my bill or if they actually consider the payments late.

And finally: My latest bill includes a \$5.00 charge for something called TV.

I just discovered that Ivan Seidenberg has been replaced as CEO by **Lowell McAdam of 55 Balbrook Drive, Mendham NJ 07945**, which might account for Seidenberg's failure to respond to E-Mails or Faxes.